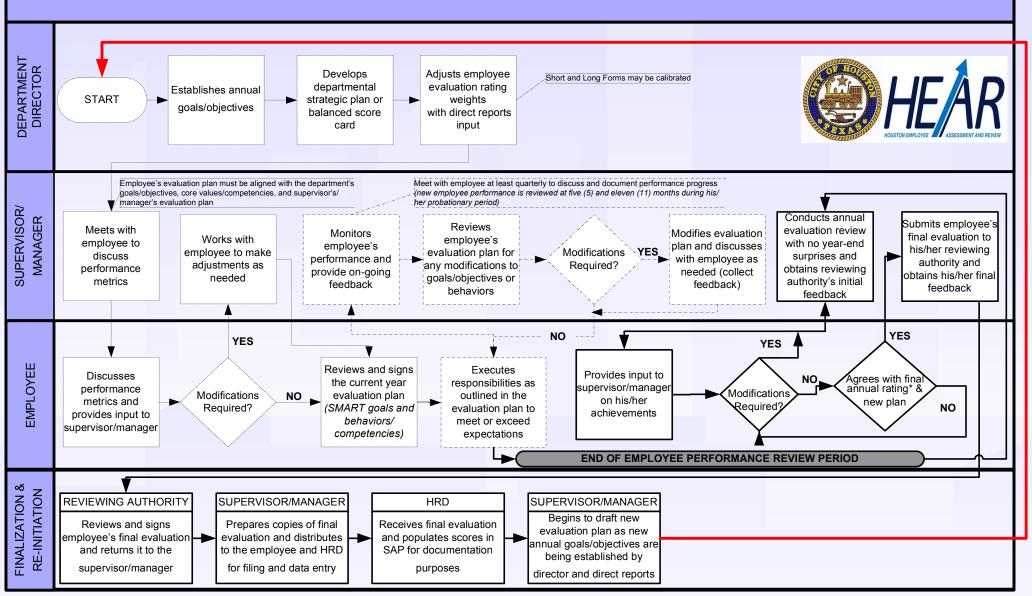
→ HEAR PROCESS FLOWCHART (Functional Perspective)



^{*} Employees may seek to address unresolved performance management issues using one of the City's dispute resolution alternatives (i.e. ECRP, Grievance, etc.)



→HEAR APPLICATION PROCESS FLOWCHART (NAVIGATIONAL PERSPECTIVE) **START** NO NO SUP/MGR REVIEWING AUTHORITY **EMPLOYEE** Receives email, logs into the Reads and processes email, YES Creates the HEAR employee HEAR application, and Send action logs into the HEAR Send action Signed? Signed? (EE) Performance Work Plan email to RA* email to EE application, and reviews reviews the HEAR PWP (PWP)* (15 days) (15 days) indirect report HEAR PWP YES EE is encouraged to offer input and solicits objective feedback regarding work conditions and profession/personal goals or issues SUP/MGR YES **HEAR** NO Send Meeting Meets with EE at least twice **PERFORMANCE** confirmation Issues? during the HEAR cycle and Confirmed **CONFERENCE** email to Sup/ documents performance Mgr YES NO PART I: THE PLAN NO YES NO **REVIEWING AUTHORITY** SUP/MGR SUP/MGR YES YES Processes email, logs into the Meeting Meets with EE to discuss Send action Send action Rates EE's performance and HEAR application, and Signed? Issues? ratings and annual Confirmed email to RA* email to EE reviews indirect report HEAR schedules HEAR conference performance (15 days) (15 days) ratings **EMPLOYEE** SUP/MGR NO Reads and processes emails. Send Signs final HEAR assessment Send EE's logs into the HEAR confirmation and prepares to receive new final HEAR application and LOCKS EE's email to Sup/ Rating to SAP HEAR PWP in 30 days Mgr final ratings PART II: THE ASSESSMENT Need Help - hear@houstontx.gov (email) More Information - houstontx.gov/hr/hear.html

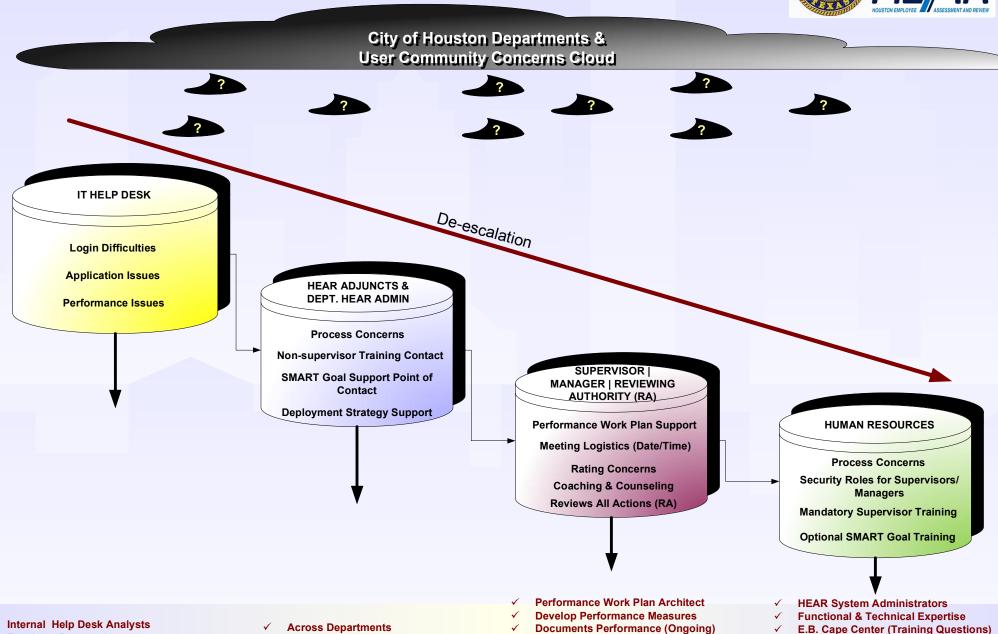
→HEAR PROCESS & APPLICATION HELP DE-ESCALATION

Strategic Workgroup Assistance Teams (SWAT)

Escalates Process Issues

Email: HITSCustomerServiceCenter@houstontx.gov
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Provides Feedback (Twice Yearly)

Closest to the Employee

Trained Facilitators & Administrators

Quick Point of Contact (POC)

Website: www.houstontx.gov/hr/hear.html

Email: hear@houstontx.gov